

**How do I navigate the course?**

“settings” allows you to change the course language and to turn subtitles on or off.

“resources” includes the “MY INFORMATION” section with your course information, the FAQ section with frequently asked questions, the “COURSE RESOURCES” section, with downloadable resources and glossary, and “SUPPLEMENTS” with downloadable supplements for some states.

The “MENU” allows you to see the layout of the whole course and to move to the major topics in each module as well as from module to module.

Click the back button (arrow) once to return to the start of the current screen. Click the back button twice to return to the start of the previous screen.

Click the play/pause button to pause the course. To resume playing the course, click the pause/play button again.

Click the forward button (arrow) to advance screen-by-screen to the last place you left off.

**Do online courses expire?**

Yes. Un-used courses are valid for one year from the date of purchase.

Once a course has been started:

- ServSafe Alcohol courses must be completed in 90 days.
- After a course has expired, you will not be able to access that course. A new one will need to be purchased.
- Online courses are not refundable and expiration dates cannot be extended.

**What will I receive after I take the ServSafe Alcohol Exam?**

The ServSafe Alcohol Exam measures the knowledge received through the ServSafe Alcohol Course. Individuals who receive a ServSafe Alcohol Certificate have successfully passed the exam and have basic knowledge of the topics covered in the course. This certificate may be downloaded from the ServSafe.com website.

**How can I contact the Service Center for further assistance?**

The Service Center can be reached in several ways:

- You can contact them via chat or by sending an email when you visit the Contact Us page of ServSafe.com
- You can text them at 800.765.2122
- You can call them at 800.765.2122 ext. 36703

**How do I print or copy my Record of Training after I complete training?**

Once you complete the course, you will be able to print or download the Record of Training from the final screen of the training or from the "MY INFORMATION" page.

**While using the course I do not hear any audio. How can I get my audio to work?****Windows (PC)**

For Windows (PC) computer users, go to the bottom right corner of your computer and click once on the speaker icon. Make sure the "mute" box is not checked, and raise the volume to an appropriate or comfortable level. If this still does not work, double-click the speaker icon on the bottom right corner to access the "Control Panel". Within the "Control Panel" you should see areas for "System", "Sounds and Devices", "Hardware and Sound", or "Sound". Access these sections to ensure volume on your system is not muted or turned down. If this does not work, check that your sound card is properly installed and that you have the correct drivers. To do this, please contact your computer manufacturer.

**Mac**

For Mac users, you will first need to click the Apple in the upper left of your computer. Find "System Preferences", and choose "Sound". Go to the "Output" tab and select the correct headset or speaker. Once you have done this, please close out of "System Preferences" and re-enter the course to check the sound. If this does not work, please contact Apple.

**Tablets**

For mobile devices (iOS or Android), you will need to check your device to ensure it is not muted. If you desire more privacy, please connect a compatible headphone device to your mobile device.